

DEPARTMENT OF HEALTH CARE SERVICES

Medi-Cal Member Advisory Committee

PUBLIC MEETING SUMMARY

May 16, 2023
5:30 p.m. – 7:30 p.m.

(Virtual Meeting)

Participants:

- Medi-Cal Member Advisory Committee (MMAC) Members: 15 of 15 MMAC Members
- Department of Health Care Services (DHCS): Michelle Baass, Erika Sperbeck, Tracy Arnold, René Mollow, Susan Philip, Rafael Davtian, Brian Hansen, Maria Romero-Mora
- Meeting Facilitators: Everyday Impact Consulting (EIC)
- Guest Speakers: desmarie (des) jackson (spoken word poet/artist), Steven Hutcheson (Wilton Rancheria)

Materials: Charter and Presentation

Language Justice Orientation

Attendees were assisted to connect via zoom, informed about interpretation and other meeting logistics

Grounding Activity/Welcome/Land Acknowledgement

The meeting opened with a grounding activity, welcome from Director Baass, and a land acknowledgement from Steven Hutcheson of Wilton Rancheria.

Introductions

EIC facilitated an introductory activity for MMAC members, DHCS, and the EIC team, followed by a discussion of the proposed Community Agreements and Norms. MMAC members suggested adding the following:

- An agreement to “stay on task”
- An agreement that “there are no stupid questions, as we all have different amounts of knowledge from different perspectives”
- An agreement to “try your best to be present”

Breakout Room Conversations

Meeting participants were divided into three breakout rooms, each had 20 minutes to discuss the following questions:

- Talk about a person who has been important in leading you to where you are today. If they were standing next to you, what would you say to them?
- Share two or three personal values that you hold dear, and how do you live into those values?

Agenda Development & Discussion

Director Baass shared an overview the MMAC agenda co-development process with MMAC members, acknowledging that DHCS is here to listen and receive feedback in order to inform Medi-Cal policy development. She mentioned that some topics and discussions will be outside DHCS’ capabilities due to economic and federal restraints but nonetheless the feedback will be passed along and help in identifying needs and priorities. EIC presented thematic highlights and reflections from MMAC members’ onboarding sessions and facilitated a discussion on potential agenda topics for upcoming MMAC meetings. Recommendations included:

Medi-Cal Member Advisory Committee – Meeting Summary May 16, 2023

- Certification of peer support specialists to help with addressing workforce challenges in the behavioral health sector
- Medi-Cal equipment repair and replacement system
- Access to care, specifically timely appointments—especially for mental health providers in the Medi-Cal program
- Simplifying the referral process to increase timely access to services
- Best practices for notifying members about how to submit a grievance and anti-retaliation policy for grievances (members should be allowed to file a grievance without worrying about losing access to one’s doctor and care)
- Increasing mental health providers in the Medi-Cal program
- Addressing discriminatory practices that hinder access to Medi-Cal benefits
- Cost of Medi-Cal dental services
- Lack of vendors and providers that take fee-for-service Medi-Cal patients
- IHSS payment concerns regarding reimbursements for IHSS workers when the Medi-Cal member is admitted to a hospital/treatment facility

Next Steps

Discussion roles, timeline, and post-meeting surveys, as well as information for the next meeting on Tuesday, August 8, 2023.

Closing Poem

A poem was developed by *des Jackson*, a spoken word artist and poet, based on the responses and dialogue throughout the MMAC meeting session. The poem is available in both English and Spanish.

**Poem for a Bright Future of Health
by des jackson**

English

Let this be an ode to the vision of health we all share:
That began with our mothers, their empathy,
Those who taught us how to make care seem effortless and accessible,
Even when it didn't feel so.
Let this be an ode to the universal, equitable vision of health
We all know is possible:
In community, in conversation, connected to the land,
We reap the fruit of all generations past, present, and future.
The loved ones we've lost feed us still,
Their *alegría* and laughter continues to be the best medicine.
Let this be an ode to us:
Our vibrance makes it easier, sometimes,
And every time, it transforms us, reminds us
That all we love of others lives forever within us—
If for nothing else, this is why we must care.
Let this be an ode to opportunity and empathy:
The future is healing,
el futuro es justo / the future is just,
The future is happiness,
El futuro somos nosotros / the future is us.

Spanish

Que esto sea una oda a la visión de la salud que todos compartimos:
Eso comenzó con nuestras madres, su empatía,
Aquellos que nos enseñaron cómo hacer que la atención pareciera fácil y accesible,
Incluso cuando no se sentía así.
Que esta sea una oda a la visión universal y equitativa de la salud
Todos sabemos que es posible:
En comunidad, en conversación, conectados con la tierra,
Cosechamos el fruto de todas las generaciones pasadas, presentes y futuras.
Los seres queridos que hemos perdido todavía nos alimentan,
Su alegría y sus risas siguen siendo la mejor medicina.
Que esto sea una oda para nosotros:
Nuestra vitalidad hace que sea más fácil, a veces,
Y cada vez, nos transforma, nos recuerda
Que todo lo que amamos de los demás vive para siempre dentro de nosotros—

Medi-Cal Member Advisory Committee – Meeting Summary
May 16, 2023

Si no fuera por otra cosa, es por eso que debemos preocuparnos.

Que esto sea una oda a la oportunidad y la empatía:

El futuro es sanador,

el futuro es justo,

El futuro es felicidad,

el futuro somos nosotros.